

MyEP MFA Enrollment

Context

On MyEP.com, cast and crew can sign into their account using a federated or non-federated email address with their chosen password, all of which is managed through PING Identity in coordination with EP's authentication layers. To increase the security of a user's account, we rolled out MFA, and we needed a way to make it easy for user's to enable it. And of course, should they want to disable it in the future, we do allow them to do that as well, although with a bit more friction built-in.

Use Cases

- Promote MFA for a user's account when they sign in.
- Allow users to easily sign up for MFA.
- Allow users to disable MFA.

Challenges

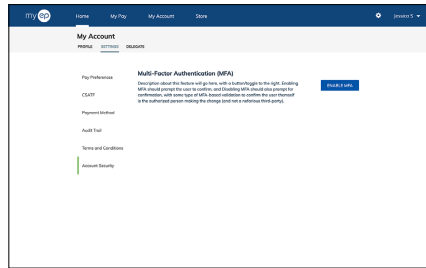
- Create a workflow that is frictionless as possible when enabling, but provides some friction when trying to disable (we wanted to steer users towards greater account security, not away from).
- Ensure that micro-interaction-level details were in the prototype since it was important to tightly define the experience — key-stroke-by-keystroke for some parts of it.

Solution

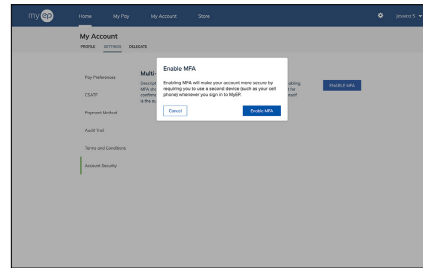
In collaboration with our development team, I created an interactive prototype in Axure RP that included the three primary use cases as outlined above. Feedback and iteration cycles took place as requirements and constraints were discovered during the process.

Case Studies / MyEP MFA Enrollment Wireframes

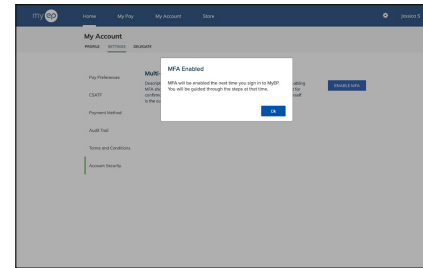
Use Case 1: Enable MFA from My Account > Account Security



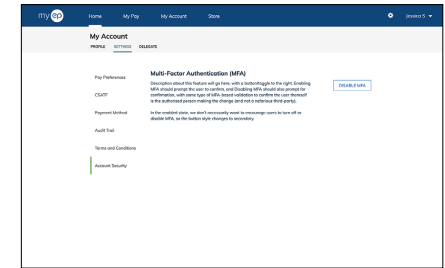
0.0 Default state



0.1 Prompt user to confir

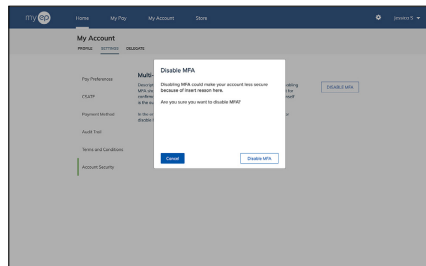


0.2 MFA Enabled confirmation.
On next login, PING walks them
through the MFA setup process.

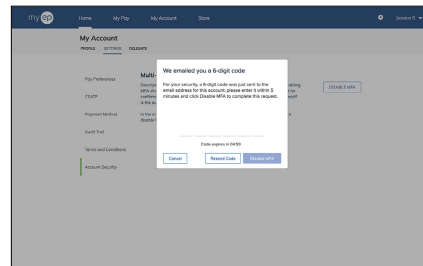


1.0 MFA Enabled state with "CTA
changed to "Disable MFA."

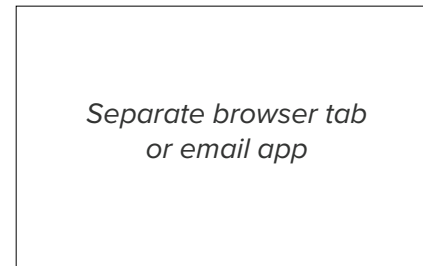
Use Case 2: Disable MFA



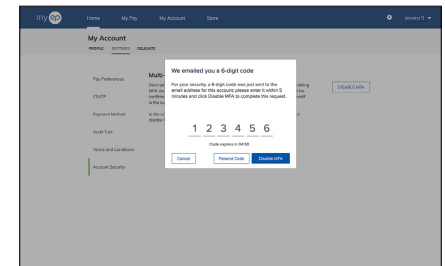
1.1 Prompt user to confirm



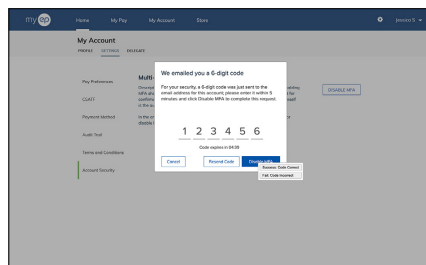
1.2 Prompt for 6-digit code.



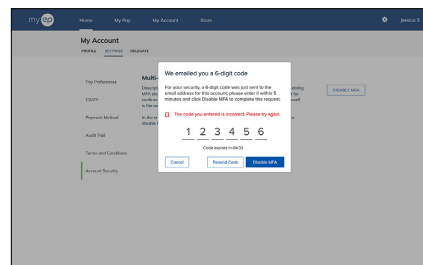
User checks email for code.



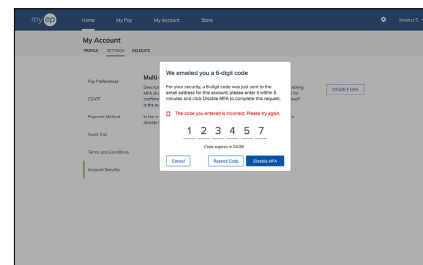
1.3 User enters code and taps CTA.



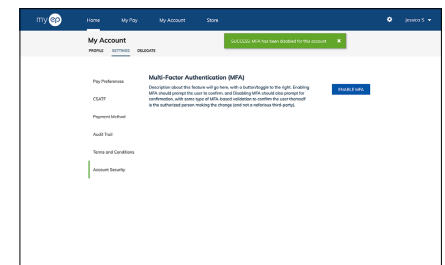
1.3a Prototype Case Selector.



1.3b Error message: code incorrect.



1.3c User corrects mistake.



2.0 Default state + success mes-
sage.